

2-1-1 Services In Indiana and Nationally

What is 2-1-1?

2-1-1 is an easy-to-remember phone number that connects callers with local health and human services. It's available in over **100 languages**, is free and confidential, and available 24 hours a day, 7 days a week.

Whether you're trying to find help or give help, 2-1-1 is a simple way to access information about health and human services in your community. People of all ages can dial 2-1-1 for free and confidential information and referrals 24-hours a day – even on holidays.

2-1-1 agencies can provide information about local community resources that offer assistance with:

- Food, clothing, and shelter
- Affordable Housing
- Employment
- Emergency Financial Assistance; rent or utility bills
- Childcare
- Health and mental health care, including substance abuse services
- Legal Issues
- Support during time of crisis
- Help with an aging parent
- Job training services

➤ **Why is there a need for 2-1-1?**

2-1-1 addresses new realities that did not exist in years past. These include fluctuating employment rates, an increase in the number of senior citizens, more families without health insurance and an increase in the number of working poor

➤ **Will call centers have trained employees?**

Call centers are required to be accredited by the Alliance of Information and Referral Agencies (AIRS), which includes a strict review of program service delivery, resource database and employees.

➤ **Can 2-1-1 track information?**

Yes. Tracking needs based on zip code allows 2-1-1 to identify how and where services are utilized, as well as pinpoint areas where services are lacking. For example, if many calls for food assistance are received from a neighborhood where there is no food pantry, a need has been identified.

Indiana

As of December 12, 2012 2-1-1 help is now available statewide in Indiana. Statewide coverage ensures that all 6,483,802 Hoosiers in all 92 counties now have access to the free 24/7/365 service that helps people find the help they need to obtain safe, affordable housing, food and utilities, mental and physical health care, employment, volunteer

Each 2-1-1 provider agency maintains a comprehensive database of community resources serving their geographic area. In addition to highly trained information and referral staff, some entities have searchable databases on their websites.

Nationally

www.211.org is the website for all of the United States. Users can search by zip code or state and retrieve all 2-1-1 agencies within that area. Some agencies have searchable databases, so advocates could help victims locate help in other states.